

LINE 1010 – VOICE SERVICES RATE COMPARABILITY

The Wireline Competition Bureau's most recent reasonable comparability benchmark for voice services is \$46.96, which includes the federal subscriber line charge ("SLC").¹

In the exchanges served by Cumby Telephone Cooperative, Inc., the highest single-line residential local rate, including any mandatory extended area service charge, is \$13.50. When the federal SLC and the state universal service fee are added, the total is less than the reasonable comparability benchmark of \$46.96.

¹ *Wireline Competition Bureau Announces Results of Urban Rate Survey for Voice Services; Seeks Comment on Petition for Extension of Time to Comply With New Rate Floor*, WC Docket No. 10-90, DA 14-384 (rel. Mar. 20, 2014), p. 2.

ATTACHMENT D

LINE 1210 – TERMS & CONDITIONS OF VOICE TELEPHONY LIFELINE PLANS

Cumby Telephone Cooperative, Inc., (the Cooperative) provides qualified Lifeline Subscribers a Federal Lifeline discount of \$9.25 applied to the Subscriber Line Charge (SLC) of \$5.00 with the remainder applied to the stand-alone residence monthly local exchange access rate and a state Lifeline discount of \$3.50. Cumby also provides an additional state discount¹ of \$2.95 and \$2.41. The local exchange access line rate includes an unlimited amount of local calling minutes. Additional charges for toll calls associated with the stand-alone residential access line are billed at the rates of the long distance carrier chosen by the subscriber.

Qualified Lifeline customers may also subscribe to Cumby Flex Pak or Cost Saver Entertainment Pak for Residential customers with the same reductions applied against that portion of the package rate that is for basic network service (one line only). These plans may include a long distance calling plan, internet and broadband services as well as a choice of optional services. Also, attached are the pages from the Cooperative's Telephone Services Tariff describing the local exchange access rates and terms and conditions of Lifeline service.

¹See attached tariff pages

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

B. Lifeline Program

The Lifeline Program is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers.

1. General

- a. A qualifying low-income customer subscribing to the Lifeline Program shall receive federal and state reductions to their monthly tariffed residential local exchange access line rate. When a Lifeline customer subscribes to a package of services, those same reductions will apply to that portion of the package rate that is for basic network service. In a two-line package, only one line will receive the Lifeline reductions.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for the Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications services.
- c. The Lifeline Program rate reductions do not apply to long distance service, 976 and other information related telecommunications services, custom calling features, or other ancillary services which may or may not be tariffed. Customers may obtain these services, where available, at their discretion.
- d. The Lifeline Program rate reductions do not apply to service connection charges.
- e. The Cooperative may not disconnect the local service of a Lifeline Program customer for the non-payment of toll charges. However, the Cooperative reserves the right to implement toll blocking, at no charge, if the customer incurs a significant balance of unpaid toll bills. The Cooperative will inform the customer, by direct mail, of this change to their service due to the customer's non-payment of toll charges. Upon the customer's payment of all outstanding toll charges, the Cooperative will remove the block without additional cost to the customer.

(T)
(D)
(D)
(T)

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

B. Lifeline Program (Continued)

1. General (Continued)

- f. Upon subscribing to the Lifeline Program, a customer will be offered a subscription, at no charge, to total toll blocking service or to a limit on the amount of toll calling (in exchanges where technically available); however, the customer is under no obligation to accept toll blocking upon initial subscription to the Lifeline Program. (T)
- g. The Cooperative will provide Customers who apply for or receive Lifeline service access to available vertical services or custom calling features, including Caller ID, Call Waiting, and Call Blocking, at the same price as its other Customers pay, provided that the Cooperative has the capability to provide such services. (T)
- h. The Lifeline Program rate reductions will not be available on a retroactive basis unless approved by the Public Utility Commission of Texas or the Low-Income Discount Administrator (LIDA). (T)

2. Designated Lifeline Program Services

The Cooperative shall offer telephony services that provide the following functionalities as designated Lifeline Program services: (T)

- a. Voice grade access to the public switched network or its functional equivalent;
- b. Minutes of use for local service provided at no additional charge to the customer;
- c. Access to emergency services;
- d. Toll blocking services. (T)

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

B. Lifeline Program (Continued)

3. Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

An eligible customer shall be defined as an individual who participates in one of the following programs:

- 1) Medicaid
- 2) Food Stamps (Supplemental Nutrition Assistance Program)
- 3) Supplemental Security Income (SSI)
- 4) Federal Public Housing Assistance (FPHA)
- 5) Low-Income Home Energy Assistance Program (LIHEAP)
- 6) State Child Health Plan (CHIP)
- 7) National School Lunch Program's Free Lunch Program
- 8) Temporary Assistance for Needy Families

The Lifeline Program rate reductions will be provided per eligible customer. The Low-Income Discount Administrator (LIDA) will provide a list of eligible customers to the Cooperative.

b. Obligations of the Customer

- 1) Customers whose annual household income is at or below 150% of the federal poverty guidelines but do not receive benefits under Medicaid, Food Stamps, SSI, FPHA, LIHEAP and the CHIP programs may provide the LIDA with self-enrollment for Lifeline Program benefits. LIDA can be reached at 1-866-4LITEUP.
- 2) Current customers receiving benefits under these programs will be subject to the Lifeline Program automatic enrollment procedures as provided by the LIDA unless they provide a written request to the LIDA to be excluded from the Lifeline Program.
- 3) A customer who is eligible for the Lifeline Program, but does not have telephone service shall be responsible for initiating a request for the Lifeline Program from the Cooperative.

c. Obligations of the Cooperative

- 1) LIDA will provide a list of eligible customers to the Company on a monthly basis. Upon receipt of the list, the Company shall begin reduced billing for those customers within 30 days.

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

B. Lifeline Program (Continued)

3. Eligibility Requirement (Continued)

d. Discontinuance of Service

- 1) Discontinuance of Lifeline Discounts for customers automatically enrolled: The eligibility period for automatically enrolled customers is the length of their enrollment in TDHS benefits plus a period of 60 days for renewal. Automatically enrolled customers will have an opportunity to renew their TDHS benefits or self-enrollment with LIDA upon the expiration of their automatic enrollment. (T)
- 2) Discontinuance of Lifeline Discounts for customers who have self-enrolled: Individuals not receiving benefits through TDHS programs, but who have met Lifeline income qualifications, are eligible to receive the Lifeline Discount for seven months, which includes a period of 60 days during which the customer may renew their eligibility with LIDA for an additional seven months. (T)

4. Deposit and Credit Requirements

The Cooperative will not charge a service deposit in order to initiate the Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

B. Lifeline Program (Continued)

4. Deposit and Credit Requirements (Continued)

- b. The Cooperative may charge a service deposit if the eligible customer denies subscription to toll blocking upon subscribing to the Lifeline Program.
- c. In instances where the Cooperative may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Cooperative are also applicable to eligible customers for the Lifeline Program.

5. Service Connection Charges

- a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the Lifeline Program.
- b. Service connection charges do apply when:
 - 1) Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.
 - 2) New customers (those without existing local exchange access service) eligible for the Lifeline Program and establishing qualifying service.
 - 3) Any subsequent moves or changes after initial connection to the Lifeline Program.

(D)
|
|
(D)

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

B. Lifeline Program (Continued)

6. Lifeline Program Rate Reduction

a. Implementation

The Cooperative shall provide reduced billing for all Lifeline Program eligible customers within its service area in accordance with the Commission's Substantive Rules.

(T)(D)
(D)

In instances where the customer inquires about participation in the Lifeline Program, the Cooperative shall provide contact information for LIDA.

(T)(D)
—
(D)

LOCAL EXCHANGE SERVICE

II. APPLICATION OF RATES (Continued)

B. Lifeline Program (Continued)

6. Lifeline Program Rate Reduction (Continued)

b. Amounts

The Cooperative shall apply Lifeline Program rate reductions, per eligible customer, as described below.

		<u>Monthly Rate Reduction</u>	
1)	Federal Reduction ¹	\$9.25	(C)
2)	Maximum State Reduction to Residential Local Exchange Access Line Rate	\$3.50	
3)	Additional State Reduction To Residential Local Exchange Access Line Rate*	<u>Verizon</u>	<u>Sprint/ CenturyLink</u> (T)
		\$2.95	\$2.41 (C)

¹See 47 C.F.R. Section 54.403

*TUSF Settlement Docket No. 40521

(C)

LOCAL EXCHANGE SERVICE

III. LOCAL EXCHANGE SERVICE RATES AND CHARGES

A. Residence Monthly Local Exchange Access Rates ⁽¹⁾⁽²⁾

<u>Brashear, Lone Oak, Miller Grove:</u>	<u>Monthly Rate</u>
1-Party Service	\$10.00
Additional Line	\$10.00
Expanded Local Calling Service (ELC)	\$ 3.50
Toll Restriction	\$ 1.50 ⁽³⁾
Digital Subscriber Line (DSL)	\$39.95

(I)

B. Residence Monthly Local Exchange Access Rates ⁽¹⁾⁽²⁾

<u>All other exchanges:</u>	<u>Monthly Rate</u>
1-Party Service	\$10.00
Additional Line	\$10.00
Expanded Local Calling Service (ELC)	\$ 3.50
Toll Restriction	\$ 1.50 ⁽³⁾
Digital Subscriber Line (DSL)	\$39.95

(I)

⁽¹⁾Rates do not include a charge for an instrument or other customer premises equipment.

⁽²⁾The appropriate non-recurring charges in Section 2 apply in addition to the monthly rates.

⁽³⁾The Secondary Order Charge in Section 2 applies when adding Toll Restriction to an existing account.

LOCAL EXCHANGE SERVICE

IV. LOCAL EXCHANGE SERVICE PACKAGE – Residential

Cumby Flex Pak

**Monthly
Rate ⁽¹⁾
\$75.85**

- Two Access Lines with ELC or EAS
- **OPTIONAL SERVICES – Pick any or All Services ⁽³⁾**
 - Call Forwarding Busy/No Answer
 - Call Block
 - Call Waiting/Cancel Call Waiting
 - Remote Access to Call Forwarding
 - Speed Dial (8 numbers)
 - Three Way Calling
 - Call Return
 - Selective Call Forwarding
 - Caller ID Name and Number
 - Anonymous Call Rejection
- **LONG DISTANCE CALLING PLAN ⁽²⁾⁽⁵⁾**
 - Nationwide Calling – 600 minutes
- **INTERNET SERVICE ⁽⁴⁾**
 - 2Mbps Broadband Service with Unlimited Internet Access
- **UPGRADE LONG DISTANCE SERVICE FOR ⁽²⁾⁽⁵⁾**
Save on Personal Touch Long Distance Calling Plans
 - Unlimited Nationwide Calling \$15.00
- **UPGRADE BROADBAND SERVICES TO ANY PACKAGE ⁽⁴⁾**
For an additional charge per month
 - 4Mbps Broadband Service \$20.00
 - 6Mbps Broadband Service \$40.00
 - High-Speed Modem Protection \$2.99
 - Wireless Router Equipment Charge \$3.99
 - Email Accounts \$2.00

⁽¹⁾ Rates do not include applicable state and federal taxes. The End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc. Tariff FCC No. 5, is not included in the package price.

⁽²⁾ Package subscribers must subscribe to Personal Touch Long Distance. Upgrade Long Distance Minutes to unlimited plan for an additional fee of \$15.00 per month.

⁽³⁾ Customers can choose any or all features on one or both lines.

⁽⁴⁾ Broadband Service is provided by Cumby Telephone. DSL/Internet Service is available on one access line. Speed for an additional monthly fee.

Upgrade to Broadband 4: \$20.00 more per month

Upgrade to Broadband 6: \$40.00 more per month

⁽⁵⁾ Toll Calling is provided by Personal Touch Long Distance. Additional minutes above package minutes are at 10 cents per minute. Both access lines share the minutes in each calling plan. Certain restrictions apply.

LOCAL EXCHANGE SERVICE

IV. LOCAL EXCHANGE SERVICE PACKAGE – Residence

	<u>Monthly Rate</u> ⁽¹⁾
Cumby Cost Saver Entertainment Package	\$99.95
- Two Access Lines with ELC or EAS	
- OPTIONAL SERVICES – Pick any four features ⁽³⁾	
- Call Forwarding Busy/No Answer	
- Call Block	
- Call Waiting/Cancel Call Waiting	
- Remote Access to Call Forwarding	
- Speed Dial (8 numbers)	
- Three Way Calling	
- Call Return	
- Selective Call Forwarding	
- Caller ID Name and Number	
- Anonymous Call Rejection	
- LONG DISTANCE CALLING PLAN ⁽²⁾⁽⁵⁾	
- Nationwide Calling – 600 minutes	
- INTERNET SERVICE ⁽⁴⁾	
- 2Mbps Broadband Service with Unlimited Internet Access	
- VIDEO SERVICE	
- Includes all Local and Premium Channels	
- OPTIONAL SERVICES	
- <i>For an additional charge per month</i>	
- Email Accounts	\$2.00
- Voicemail	\$1.00
- UPGRADE BROADBAND SERVICES ⁽⁴⁾	
- <i>For an additional charge per month</i>	
- 4Mbps Broadband Service	\$20.00
- 6Mbps Broadband Service	\$40.00
- 10Mbps Broadband Service	\$60.00
- High-Speed Modem Protection	\$2.99
- Wireless Router Equipment Charge	\$3.99

⁽¹⁾ Rates do not include applicable state and federal taxes. The End User Common Line Charge, as approved in the Cooperative's Interstate Access Service Tariff, National Exchange Carrier Association, Inc. Tariff FCC No. 5, is not included in the package price.

⁽²⁾ Package subscribers must subscribe to Personal Touch Long Distance. Upgrade Long Distance Minutes to unlimited plan for an additional fee of \$14.95 per month.

⁽³⁾ Customers can choose up to four features on one or both lines.

⁽⁴⁾ Broadband Service is provided by Cumby Telephone. DSL/Internet Service is available on one access line. Speed for an additional monthly fee.

Upgrade to Broadband 4Mbps: \$20.00 more per month

Upgrade to Broadband 6Mbps: \$40.00 more per month

Upgrade to Broadband 10Mbps: \$60.00 more per month

⁽⁵⁾ Toll Calling is provided by Personal Touch Long Distance. Additional minutes above package minutes are at \$0.10 per minute. Both access lines share the minutes in each calling plan. Certain restrictions apply.